



Special Access





Special Access

- Pre-ordering
- Ordering
- Provisioning
- Maintenance



Pre-Ordering – Special Access

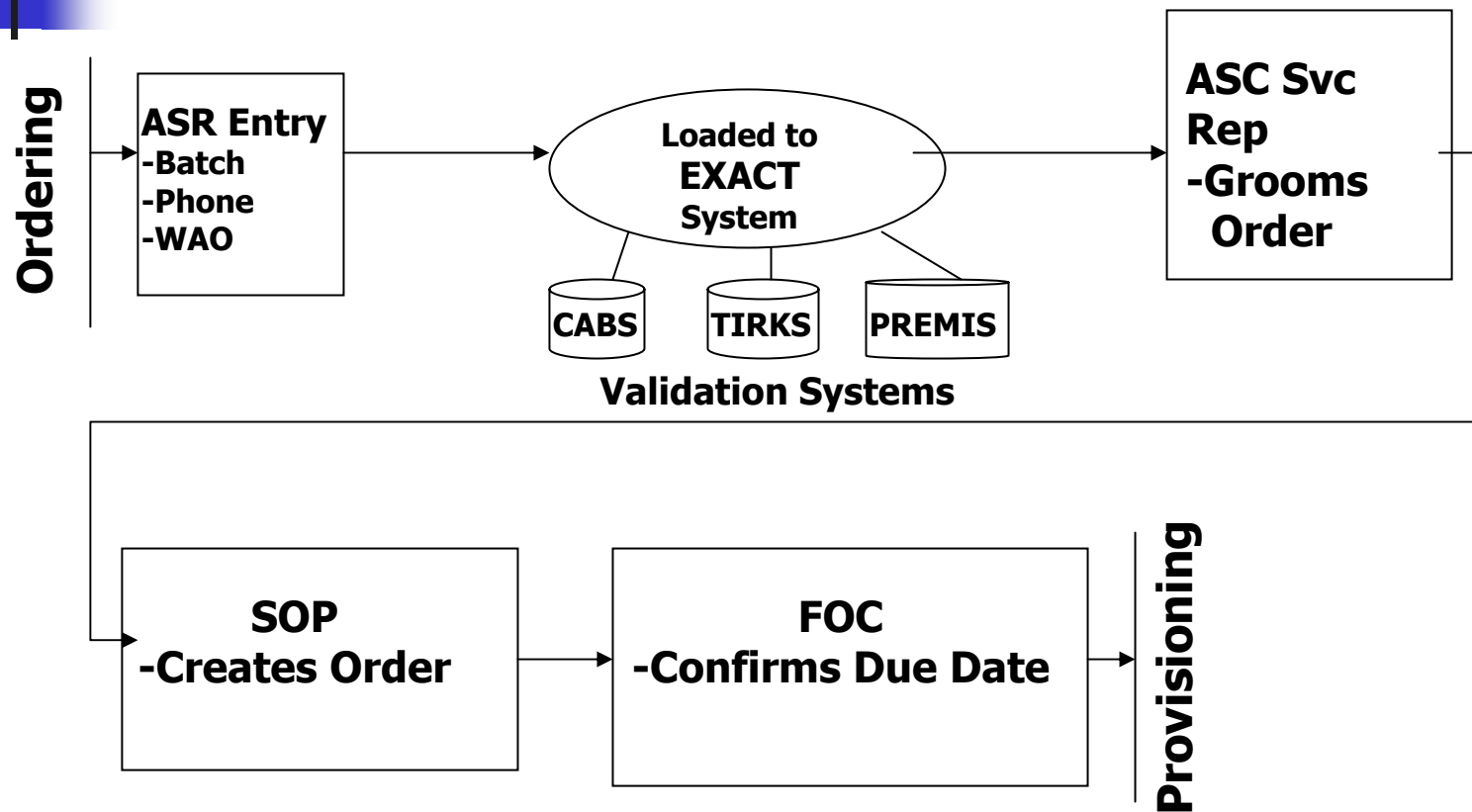
- Web Access Ordering (WAO)
- Services Covered
 - DS0, DS1, DS3
- Validation Capabilities
 - Network Channel & NC Interface (NC/ NCI)
 - Carrier Facility Assignment (CFA)
 - Street Address
 - Standard Interval



Ordering – Special Access

- Access Service Request (ASR)
- Submitted by (WAO/EXACT)
- Intervals
 - DS0 - All Region (10 Days)
 - DS1 - West & MW (7), SW (5), East (9)
 - DS3 - All (15 Days, Facilities Available)
 - OC - Negotiated
- FOC
 - DS0 / DS1 (24 Hours)
 - DS3 (72 Hours)
- Auto Error Notification (AEN)

Ordering Flow – Special Access



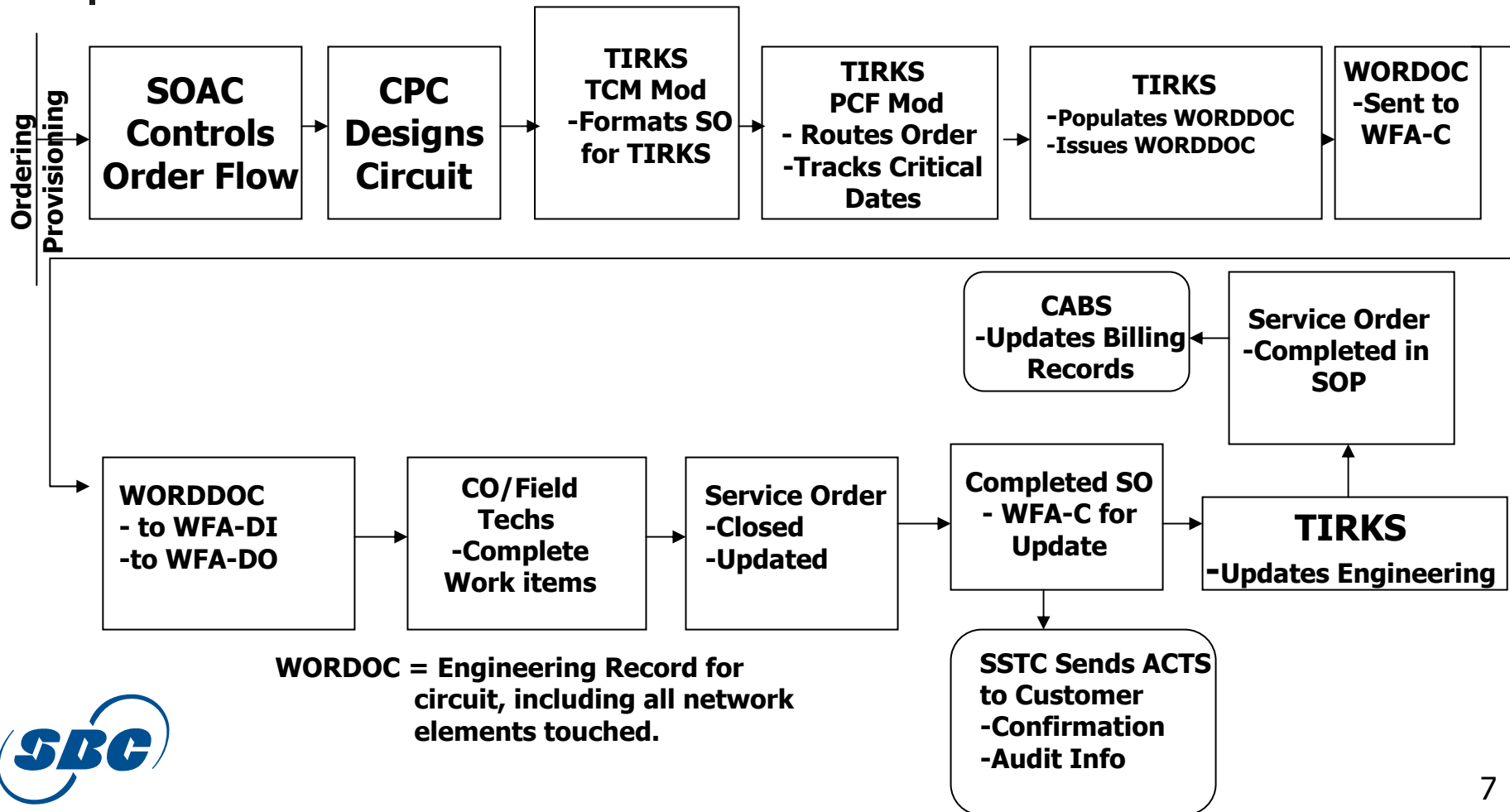
SOP indicates Service Order Processor (systems vary by region)



Provisioning-Special Access

- **SOAC - Controls Flow Based on Order Type**
 - **FACS – Assigns DS0 Facilities**
 - **TIRKS – Assigns DS1, DS3, OC Facilities**
- **TIRKS –**
 - **Documents Inventory**
 - **Sets Critical Dates**
 - **Controls Word Document/Engineering Record**
- **Work Force Admin Control (WFAC)-Overall Turn-up Control**
 - **Inside-CO (WFA-DI)**
 - **Outside-Field (WFA-DO)**
- **Special Service Test Center (SSTC)**
 - **Turn-up**
 - **Test**
 - **Completion Notification**
- **Auto Completion Transmittal System (ACTS)**
 - **Transmits Completion to Customer**
 - **Provides History of Order**

Provisioning-Flow Special Access



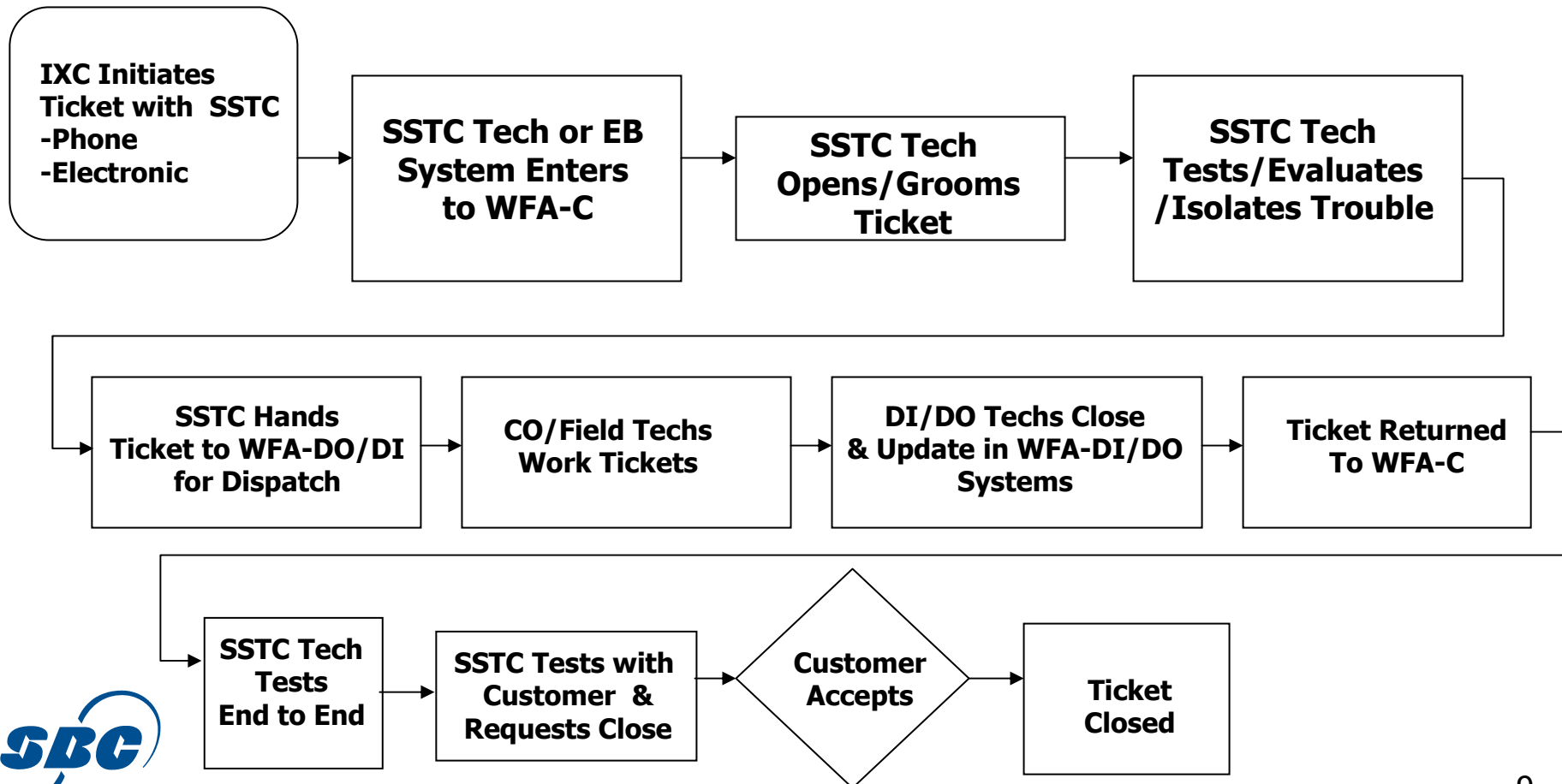


Maintenance Special Access

- **Ticket Submittal**
 - Bonded Gateway
 - EBTA – Web Based
 - Phone Call
- **Special Service Test Center (SSTC)**
 - Reviews/Enters Tickets
 - Tests, Isolates Trouble
 - Hands Ticket to Proper Dispatch Org.
 - Escalates/Controls Flow/Provides Status/Closes
- **Dispatch – Inside & Outside**
 - Sets Priority
 - Finds Available Techs
 - Manages Tickets Within Discipline
- **Field Techs**
 - CO – Local Office, NOC, Software Centers
 - Field – Cable Repair, Premise Repair, Other



Maintenance Flow Special Access





Special Access – Other Issues

- Pre-Ordering / Ordering
 - Errors & Notifications
 - Supplements
 - Cancellations
- Facilities
 - Available
 - Not Available
- Provisioning
 - Intervals (FOC / Delivery)
 - Future Plans (DS1 OC/DS3)



Special Access-Other Issues (con't)

- Projects
 - Volumes
 - Handling / Coordination
 - Future Plans
- Maintenance
 - Stop Clock
 - Electronic Escalations
 - Coding
 - Chronic Handling
 - Automation/Test Access
- Data
 - Customer
 - Aggregate/Regional
 - Root-Cause



Terms/Glossary

ACTS = Automatic Completion Transmittal System
ASC = Access Service Center
AEN = Automatic Error Notification
ASR = Access Service Request
CABS = Carrier Access Billing System
CO = Central Office
CFA = Carrier Facility Assignment
DCS = Digital Cross-Connect System
DS0 = DDS or Voice Grade, generally < 56k
DS1 = 1.54mbps circuits
DS3 = roughly 45 mbps
EB/EBTA = Electronic Bond/EB Terminal Access
EXACT = Exchange Access Control & Tracking System
FOC = Firm Order Commitment
NC = Network Channel
NCI = Network Channel Interface
NOC = Network Operations Control-
they have surveillance over all network
elements, switches, DCS, etc.

PREMIS = Premise Inventory System
SO = Service Order
SOAC = Service Order Analysis & Control
SOP = Service Order Processor
Software Center = within CO environment center that handles
Digital Cross-connect and network element
mapping
TIRKS = Trunk Integrated Record Keeping System-
maintains the design record behind each circuit
and all associated network elements
WAO = Web Access Ordering
WFA-C = Work Force Admin Control
WFA-DI = WFA-Dispatch In(side)
WFA-DO = WFA-Dispatch Out(side)
WORDDOC = The design layout record of any circuit as
maintained within TIRKS